

## **ACS VOLUNTEER POSITION DESCRIPTION**

**PROGRAM:** Army Emergency Relief

**POSITION/TITLE:** Administrative Assistant

**SUPERVISOR:** **FIRST LINE SUPERVISOR:** Army Emergency Relief Loan Officer.

**SECOND LINE SUPERVISOR:** ACS Volunteer Supervisor

**GOAL/OBJECTIVES:** To provide direct administrative support to the Army Emergency Relief and Consumer and Financial Affairs Programs.

**DUTIES:** Assist with the completion and maintenance of files; Peruses files to ensure all documentation/required signatures are present; Completes letters to unit commanders, addresses envelopes, and mails letters; Completes individual case card files and file in AER/Red Cross card file box; Types labels for file folders with name, rank, SSN, and file identification number; Attaches labels on file folders; Files folders according to SOP; Types correspondence upon request; Answers phone and performs reception duties; Assists with recording data to spreadsheets and calculating report totals; Work may involve light physical work to include setting up and putting away tables and chairs; Volunteer may also be requested to assist with activities that may require long periods of standing, bending, lifting and stooping; Volunteer may be requested to assist during non-duty (evenings and weekends) hours, however this is not mandatory.

**TIME/DRIVING REQUIREMENTS:** 2-6 Hours (in 2-3 days) per week. Driving of GOV and reimbursement of POV expenses are not authorized. Regular use of a vehicle is not required

**QUALIFICATIONS:** Administrative knowledge; Typing skills; Communication and organizational skills.

**TRAINING:** Army Community Service volunteer orientation (2 hrs); On-the-job training will be provided on equipment usage, procedures, and other to be determined by Program Manager; Volunteer must take security and computer use training prior to government computer use (1 hr); Volunteer may be required to undergo security clearance prior to government computer use depending on access required.

**EVALUATIONS:** : Ongoing and immediate supervisor feedback; Annual evaluations for long term volunteers (3 or more months) unless need for more as determined by supervisor and volunteer.